



Community Clipnotes

A Quarterly Publication of The Center for Community Solutions Division

Volume III Issue II

FALL



**Prepare for New
Growth this Season**

Inside this issue:

Regulated Industries Seeks Involvement	2
Making a Difference	2
NUSA 2006 Update	3
Neighborhood Activity Evaluation	3
Grant Web Sites	3
Oh Rats!	4
Leaf and Brush Drop Off Sites & Collection	4
KC Recycles Receives an Award	5
Program Aims to Improve Neighborhoods	6
Action Center Extended Hours	6
Maintain Peace in Your Neighborhood	6
NCSD Home Weatherization Program	8
Work to Stop Illegal Dumping	8
The Affects of Higher Gas Prices and Tips	9
Winter Numbers and Tips	10
Ready in 3 Program	11
Ready for the Flu	11
Food Safety During an Emergency	12

KC Recycles Wants Your Recycling!

Recycling is now easier for Kansas City, Missouri, residents. On November 1, the City of Kansas City, Missouri, started **weekly curbside collection** of recyclables. Kansas City Mayor Kay Barnes; City Councilman Jim Rowland, 4th District; and City Manager Wayne A. Cauthen announced details of the weekly KC Recycles program at a news conference. "Providing weekly curbside recycling in Kansas City is a substantial step forward in educating our citizens about the products they purchase as well as the trash they create. Kansas City is moving toward including the environment in daily decisions on a personal level and a municipal level," Rowland said.

The City's curbside recycling program has provided biweekly collection since implementation was phased in across the city beginning in March 2004. On September 15, the City Council approved an ordinance sponsored by Rowland providing for weekly recycling collection. By making recycling even more convenient than before, the City hopes to increase the amount of recyclables collected and further reduce landfill costs. "With less trash to collect, the costs to collect and dispose of residential trash are dramatically reduced. These reductions will continue as residents are able to conveniently recycle more materials with weekly collection," Cauthen said.

A July telephone survey conducted by the ETC Institute of 411 residents in the city's urban core found that about 60 percent of residents said they would be likely or very likely to recycle more if the service was offered weekly. "Recycling also conserves resources and

"...Kansas City is moving toward including the environment in daily decisions on a personal level and a municipal level." City Councilman Jim Rowland, 4th District

Continued on Page 7

CELEBRATION

The Ultimate Trash Forum

There is still time left to participate. The **Kansas City Neighborhood Advisory Council (KCNCAC)** is hosting two more pre-budget neighborhood forums. These forums will allow citizens the opportunity to ask questions about all aspects of garbage and waste disposal.

Among the issues that will be discussed are the real costs involved with recycling and trash collection, costs associated with cleaning up illegal dumping spots; and the value of neighborhood cleanups.

Please mark your calendar to attend one of these forums at the Robert J. Mohart Multi-Purpose Center, Auditorium, 3200 Wayne, Kansas City, MO:

Thursday, **November 10, 2005**, 2:30 pm—3:30 pm

Saturday, **November 12, 2005**, 10:00 am—12:00 noon

For more information, contact the **Center for Community Solutions Division** at (816) 784-4515. **While at the forum find out how you can receive a free cleaning kit.**

SHARING

Regulated Industries Seeks Neighborhood Involvement

Kansas City's Regulated Industries division is seeking greater neighborhood involvement in liquor regulatory changes.

Judy Hadley, division manager, is directing the establishment of a new advisory committee made up of residents, neighborhood representatives and liquor industries participants.

The new committee, named **Alcoholic Beverage Advisory (ABA) Committee** will meet quarterly and review proposed changes in Chapter 10 of the Kansas City ordinances. Chapter 10 is the ordinance that controls the manufacture, distribution and sale of alcoholic beverages.

Discussions and opinions from this new committee will be presented to City Council prior to their vote on changes or additions to Chapter 10.

As part of the by-laws for the new ABA Committee, Regulated Industries is committed to the greater involvement of neighborhoods and will seek to hold special evening meetings with neighborhood groups, in advance of the ABA meetings, specifically to inform and seek input, which will in turn be shared with the ABA Committee members and with the City Council.

Regulated Industries is also expanding its web presence with additional information intended to benefit neighborhoods. These new pages include listings of current license applicant and the status of their application, especially as it deals with the consent process where property owners within a certain radius of the proposed license have the opportunity to voice their concerns about a new establishment in their neighborhood.

The web site is located at http://www.kcmo.org/neigh.nsf/web/RI_main, and is also accessible directly from the www.kcmo.org page through the Neighborhood and Community Services Department. For more information, please call **Victor Cook**, Deputy Manager, Regulated Industries, at (816) **784-9022** or email at **VictorE_Cook@kcmo.org**.

"...Regulated Industries division is seeking greater neighborhood involvement in liquor regulatory changes."



PARTICIPATION

"Our lives begin to end the day we become silent about things that matter." Martin Luther King, Jr.

Making a Difference—Unity!

Often we want change, but do not know how to bring about change. As a Kansas City resident,...

- How can you get involved to make your neighborhood a better place to live?
- How can you make a difference in your life and the lives of your neighbors?
- How can you support or not support issues that affect your neighborhood?
- How can you be a part of a unified voice that represents all Kansas City residents?



You can be a part of change by joining with others on the **Kansas City Neighborhood Advisory Council**.

The purpose of the advisory council is respond to proposed City policies, programs, and decision making as well as make recommendations and provide feedback to the City.

Currently, the board meets **every 2nd Tuesday** of the month at **3:30 p.m.**, Robert J. Mohart Multi-Purpose FOCUS Center, 3200 Wayne, Room 118. For more information about the Kansas City Neighborhood Advisory Council, please contact the **Center for Community Solutions** at (816) **784-4515** or solutions_ncsd@kcmo.org.

INVOLVEMENT

Making a Difference—Attend!

The Kansas City, Missouri Health Commission is finalizing its **Community Health Improvement Plan (CHIP)**.

The Health Commission continues to value your comments and engagement in this process. For this reason, you are invited to attend a public hearing to comment on the draft plan.

The following are scheduled dates for the hearings:

Friday, November 4, 10:30am - 12:30pm, *Kansas City, Missouri Health Department*, 2400 Troost Ave, KCMO

Wednesday, November 9, 6:00pm - 8:00pm, *Bruce Watkins Cultural Center*, 3700 Blue Parkway, KCMO

Thursday, November 10, 6:00pm - 8:00pm, *Northland Neighborhoods, Inc.*, 5312 NE Chouteau Trafficway, KCMO

Visit the **Kansas City Health Department** website at <http://www.kcmo.org/health> for more information on the Kansas City, Missouri Health Commission or contact **Ta'Wana Woodard** at (816) **513-6337**.

NUSA 2006 Update: Kansas City, MO



Renea Nash, NUSA board member and conference coordinator for NUSA 2006 in Kansas City MO, reports that plans are underway for the May 24-27 conference. "Our conference theme is 'Connecting Hearts, Homes & Communities' because we will be in the heartland—and the true essence of grassroots neighborhood work that builds communities and stabilizes homes begins in the hearts of all dedicated neighborhood leaders", says Renea Nash. May 2006 will be a homecoming celebration for NUSA. The first annual conference took place in Kansas City, Missouri in May 1976.

The NUSA History Book reports on Neighborhoods USA's beginning, (originally the National Conference of Neighborhood Concerns): Having received a Ford Foundation Grant, **Howard Hallman** of Washington D. C. wrote several cities inviting them to a workshop on neighborhood advisory councils. **Judy Lafoon** of Kansas

City agreed to host the sessions and they organized a three-day conference that featured neighborhood tours and workshops. The fee was \$25. About 70 people from 41 cities attended the workshops and to hear Howard Hallman deliver the keynote speech "The Neighborhood Council Movement."

Renea reports that the 2006 conference will be held at the Kansas City Convention Center, with conference room rates available at the Downtown Marriott Hotel. Workshops are being organized and around such themes as Community Health and Wellness, Faith-Based Partnerships, Economic Development, Arts and Culture and many more. To contact **Renea Nash** about the conference, email her at solutions_ncsd@kcmo.org or call (816) 513-3214. • Sited from the NUSA Newsletter, Summer 2005 issue.



PARTNERSHIP

Neighborhood Activity Evaluation

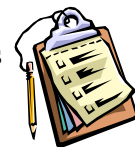
The purpose of measuring your neighborhood program or activity is to allow you to make better decisions about your neighborhood and to identify aspects that might be improved. Neighborhoods should measure their programs to determine its effectiveness by asking such questions as "Did the program accomplish its objectives? If so, how well?" A few questions to consider when measuring the success of your next neighborhood activity are:

- Have you established clear defined goals for the neighborhood and its programs or activities?
- Have you identified the objectives for each goal and how will you know if you met the objectives?
- Have you identified your intended outcomes for each

goal by identifying the benchmarks, data sources and methods?

—Have you defined the evaluation questions (what do you want to learn about the program—usually this is the extent to which your intended outcomes are achieved, plus unanticipated results)?

When the evaluation is completed, make a report and share it with association members. Besides sharing information with those who took part, a report is a great public relations that encourages participation in future programs. For additional information, please contact the **Center for Community Services** at (816) 784-4515. •



EVALUATION

Grant Web Sites

Listed below are **some** public and private grant sources. Enter the URL <http://> plus the specific domain.

PUBLIC: Administration on Aging—www.aoa.dhhs.gov

Administration for Children & Families—www.acf.dhhs.gov

Department of Energy—www.energy.gov

Department of Health & Human Services—www.dhhs.gov

Department of Housing & Urban Development—
www.hud.gov

Department of Justice—www.usdoj.gov

Environmental Protection Agency—www.epa.gov

Grantsnet—www.grantsnet.org•

PRIVATE: Annenberg Foundation—www.whannenberg.org

Bank of America Foundation—
www.bankofamerica.com/foundation

Ford Foundation—www.fordfound.org

Bill & Melinda Gates Foundation—www.gatesfoundation.org

William & Flora Hewlett Foundation—www.hewlett.org

Greater Kansas City Community Foundation—www.gkccf.org

Ewing Marion Kauffman Foundation—www.emkf.org

Wal-Mart Foundation—www.walmartfoundation.org•

FUNDING

Oh Rats!

Rats are thieves, stealing or contaminating enough food each year to feed an estimated 200 million people. It's physical properties are truly amazing. Rat's ears are at least twice as sensitive as a human's. Rats teeth are harder than iron, which means that aluminum siding, lead sheathing, cinderblock and concrete are no barrier to it's relentless hunger.

Products of mankind are rats' main food source. They live in close contact with people, where they can spread disease through their bite (rat-bite fever), parasites (plague, which inhabits the fleas that live on rats, rickettsial pox, which is carried by rat mites) or through contact (salmonellosis, spread by contamination of food with rat feces). Other diseases associated with rats include typhoid, dysentery, leptospirosis, and murine typhus.

It is important to understand exactly some of the characteristics of rats. As stated earlier, rats have amazing physical properties. Not only are a rat's teeth harder than iron, but it can exert a pressure of three and a half tons per square inch by it's bite, and can bite up to six times per second. A rat can jump three feet high from a standing start, and can walk away from a fall of up to 50 feet. It can swim in a sewer against very strong currents (and, yes, it's true that rats can swim right up through your toilet), and can tread water for three days.

Why are rats so hard to control? One reason is because they are instinctively afraid of new things; bait will not be taken until the rats get used to it, and they will avoid traps if at all possible. Rats also appear to learn from their mistakes, any food that makes them sick will be avoided in the future, which is why the most successful poisons for

rats are slow-acting. The rat gets sick, but doesn't associate getting sick with the poison. Another problem of rat control is the rat's ability to breed: one mother rat can wean 20 or more pups per year, and each of those pups can have four to seven litters per year of 8-12 pups.

"...teeth harder than iron...learn from their mistakes..."



If you think you have a rat problem, here are some simple things you can do to help:

- 1.) Clean up any debris, abandoned cars, brush piles, etc., on your property. One of the basic requirements that rats have is the need for shelter, and if you remove possible areas of shelter, you've taken a big step.
- 2.) Cut any high weeds, especially around the foundation of your home and by fences. Rats like to follow the same pathways (called *runs*) to food and water sources, and they like to do it by the least visible routes possible.
- 3.) Store all garbage and food sources, such as dry pet food, in covered galvanized steel containers.

Rat control is a serious problem, but not an overwhelming one. They can be beaten. With a little work and good sanitation, you can send those uninvited "guests" away for good.

To schedule a presentation for your group or for additional information, contact **Michael Swoyer**, Supervisor of Rat Control, at the KCMO Health Department at (816)513-6010. •

Leaf and Brush Drop Off Sites

If you miss your set out date for the Leaf and Brush Collection, leaves and brush can be dropped off at these drop off sites:

- ★ Environmental Campus, 4707 Deramus Road, (just east of Chouteau Trafficway)
- ★ Raytown Road Site (just south of I-470 on the east side of Raytown Road)

Both sites are **open on Saturday only** from 8 am to 6 pm now through January 15, 2006. Sites closed Sunday through Friday.

What to expect during your visit at the sites?

—Sites are attended, and are currently free for Kansas City residents. Residents must provide proof residency—driver's license, water bill.

—Only leaves and other yard waste are accepted. Grass clippings and brush (including tree trimmings) **are not** accepted.

—You may bring leaves in paper yard waste bags. If you seal your bags, use masking tape **only**.

—You may be asked to empty bags to show that there is no trash.

—If you bring leaves in plastic bags, you must empty the bags yourself and take the empty bags with you.

Sites may be under camera or personal surveillance when not in operation. If you see anyone dumping at these sites, please report date, time and description of vehicle and persons to the **Action Center**, (816) 513-1313. •



Fall Leaves and Brush Collection

The City collects leaves and brush in the Spring and Fall of each year. The City will collect up to fifteen (15) sacks or bundles of leaves and brush. Please set out your leaves and brush at the curb according to the schedule below:

Trash Day	Collection Week
Monday	Place at the curb by 7:00 am on Nov. 28th
Tuesday	Place at the curb by 7:00 am on Nov. 28th
Wednesday	Place at the curb by 7:00 am on Dec. 5th
Thursday	Place at the curb by 7:00 am on Dec. 12th
Friday	Place at the curb by 7:00 am on Dec. 19th

Guidelines: —No more than **15** bags (sacks) or bundles per household. Sacks or bundles must not exceed 40 pounds. Do not put grass clipping or trash in the bags. —Use only **paper** lawn debris bags. The bags can be purchased at any local hardware store. Plastic bags are prohibited. If you tape your bags, use **only** masking tape to seal the bags. —All branches must be bundled.

Branches must not be more than 3 inches in diameter and not more than 4 feet long. Bundles of branches must not be more than 2 feet in diameter and not more than 4 feet long. When tying the bundles, use **only** twine or jute rope. Do not use wire or plastic tape.

—In case of wet weather, please cover the sacks or bundles with clear plastic.

—If the sacks and bundles are not picked up by Thursday of your collection week, please call the **Action Center** or go to www.kcmo.org/trash.

Special Homes Association Schedule:

November 18th—Loma Vista West Townhouses

December 5th—Red Bridge Estates and Red Bridge Hills

December 12th—Barrybrooke Villages, Chapel Woods, River Park, and Walden

December 19th—Bannister East, Crossgates, Foxcroft, Timber Trace, Wellington Green, and Westchester

For more information about the 'Leaf and Brush' collection, call the **Action Center** at (816) 513-1313.



KC Recycles Receives an Award

KC Recycles, the City of Kansas City Missouri, curbside recycling program, is the winner of the **2005 National Award for Waste Reduction** from Keep America Beautiful. Keep America Beautiful's annual national awards program honors businesses, youth groups, government agencies and non-profit organizations for their work in litter prevention, waste reduction, beautification and community improvement. The KC Recycles program will receive the award at a ceremony December 9 in Orlando, FL. KC Recycles received the strong support among City leaders and departments; support from businesses, such as sponsors Price Chopper and Westlake Ace Hardware; and its community partnerships, including one with Bridging the Gap. "Recognition of the KC Recycles program by Keep America Beautiful is quite an honor. I would like to extend my personal thanks to the hundreds of citizens who became early adopters of recycling, and the thousands of volunteer hours that so many gave to make recycling a reality in Kansas City," said Councilman Jim Rowland, 4th District. "We are honored to be recognized by Keep America Beautiful. The Keep America Beautiful national award reflects a commitment by our community to environmental excellence and the City's positive strides to improve the livability of Kansas City neighborhoods,"

"We are honored..."

Mayor Kay Barnes

"...achieved a level of success..." **City Manager Wayne A. Cauthen**

Mayor Kay Barnes said.

More than half of the city's households have participated in recycling 19,000 tons of material since the program began being phased in across the city in March 2004. Prior to the implementation of KC Recycles, Kansas City residents recycled only 4 percent of their waste by using community recycling centers or private curbside collection services. "Clearly, the KC Recycles program is not just working, it has achieved a level of success that is now being recognized by one of the nation's leading environmental organizations," City Manager Wayne A. Cauthen said.

Keep America Beautiful is a national, non-profit, public education organization that was established in 1953 to encourage individuals to take greater responsibility for improving their local community environments. For half a century, Keep America Beautiful has been the nation's leading community improvement organization successfully implementing an effective, systematic strategy for reducing waste, preventing litter and beautifying communities nationwide.

For more information about KC Recycles, call **Dee Ann Gregory**, KC Recycles Coordinator, (816) 513-3454, or visit www.kcmo.org/trash.

Program Aims to Improve Neighborhoods

Representatives of neighborhood organizations seeking to improve physical conditions and general livability in declining areas are invited to apply for the City's **Neighborhood Improvement Program (NIP)**.

This program is managed by the City of Kansas City, Missouri, Neighborhood and Community Services Department.

Neighborhoods selected for participation in the program will receive intensive coordination of City services.

These services will include:

- crime prevention,
- fire prevention,
- code enforcement,



- home repair assistance, and
- public infrastructure repairs.

The neighborhood organizations representing the selected areas will be required to work with the City and seek sponsorships from corporations and foundations to help ensure the success of the Neighborhood Improvement Program in their individual neighborhoods.

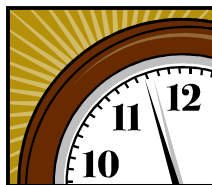
The NIP application form is included on page 15 of this newsletter. **The deadline for submitting an application is November 30, 2005.**

For more information, call **David Park**, Assistant Director of the Neighborhood and Community Services Department, at (816) **513-3231** or visit the City's web site at <http://www.kcmo.org> on the Neighborhood and Community Services Department's home page. •

RENEWING

Action Center Extends Hours to Enhance Service

The **City of Kansas City, Missouri, Action Center** (within the City Manager's Office) is *now open* for telephone, fax and e-mail assistance Saturdays from 8:00 a.m. until 1:00 p.m.



In addition, the Action Center's Monday through Friday hours have been extended from regular business hours to 7:00 a.m. to 6:00 p.m.

The Action Center is the City's clearinghouse for questions and concerns about City services. Its staff provides information about City services and helps resolve situations regarding those services.

When reporting a problem, this is the kind of information citizens need to have available:

- The exact address or location, or as much information as possible to help staff identify the exact address.
- Length of time the current situation or condition has existed.
- As many details about the situation or condition as possible.

Action Center staff can be reached by phone at **(816) 513-1313**, by fax at **(816) 513-1303**, and by email at actioncenter@kcmo.org.

The office is on the first floor of City Hall, 414 East 12th Street, Kansas City, MO 64106. •

QUALITY

Maintain Peace in Your Neighborhood

The City of Kansas City, Missouri is pleased to offer **Mediation and Dispute Resolution Services** for citizens seeking an alternative means to settling minor criminal and civil disputes.

Mediation is an informal *voluntary* process which allows two or more disputing parties the opportunity to resolve their conflict through the help of a neutral third party known as a Mediator.

Participating in the program is free and does not require legal representation.



What type of situations are appropriate for mediation? Any type of situation where the disputants have the likelihood of an on-going relationship or need a neutral third party who can help them create terms to dissolve a relationship harmoniously.

"Participating in the program is free and does not require legal representation."

For more information, contact the **Human Relations Department** at (816) **513-1836** or visit the website at <http://www.kcmo.org/humrel.nsf/web/MediationQA>.

Persons with disabilities needing reasonable accommodations please contact the City's **ADA Specialist** at (816) **513-2533**. If you need to use the **relay service**, please dial **711**. •

3-1-1, What?

Over 30 years ago, the **City's Action Center** was established as a "one stop shop" for citizens to call for information and service requests. However, as technology evolved, individual departments created their own call centers with specialized computer programs designed to meet the specific needs of their operations.

Eventually citizens were left with a long, confusing list of telephone numbers to call when they needed city services or simply needed information. It could take many, many calls to City Hall before the citizen could reach the correct department!

Not only was this a frustration for the citizens, it also left the city unable to fully track all of the service requests or collect accurate data about what work the city was doing.

It is time to return to the original goal of the Action Center. For the past year, the City Manager's Office has sponsored a project to bring back the "one stop shop" with a consolidated call center. Citizens will be able to call one telephone number, 311, to request city services, ask questions, or get information. What 911 is to medical emergencies, 311 will be to city services.

The 311 system is scheduled to roll out the late spring of 2006. The departments that will be included in the roll out are:

- Parks and Recreations (tree services and weed abatement),
- Solid Waste (trash, bulky pick-up, illegal dumping, dead animal pick-up, and recycling),
- Neighborhood and Community Services (Tow Lot and Neighborhood Preservation), and
- Public Works (street maintenance, traffic signals, and signs).

"Citizens will be able to call one telephone number, 311, to request city services, ask questions, or get



SERVICES

The City plans to have all departments integrated into the 311 system within two years after the roll out.

Some current numbers for services are listed on page 9. •

KC Recycles Wants Your Recycling, continued from Page 1

extends the life of local landfills. With energy costs going up, conserving resources makes sense," Barnes said. "Every aluminum can recycled saves six ounces of gasoline. More than 500,000 gallons of gasoline have been saved by KC Recycles from aluminum recycling alone," Barnes said. "Moving to a weekly collection throughout the city will help sustain the program and contribute to our shared goal to become a clean city."

Recycling is voluntary, so eligible households can set their recyclables out every week or on an as-needed basis. Eligible households are single-family residences and apartment buildings of six or fewer units. Residents do not need to call or sign up for the service; the blue KC Recycles bin signals the recycling truck to stop. Free recycling bins were provided to residents as the program was implemented.

The City accepts two trash bags with no tags each week. Each additional bag requires a trash tag that can be purchased for \$1 at participating Westlake Ace Hardware and Price Chopper stores. By recycling, citizens will reduce the amount of trash they generate and save money by buying fewer trash bags. Recyclables will continue to be collected on the same day that trash is collected. Trash and recyclables must be placed at the curb by 7 a.m. on the collection day. Because the start date for weekly recycling collection is a Tuesday, recycling collection October 31st

will occur on the current biweekly schedule. All residences with Monday trash collection will receive Monday recycling collection every week beginning November 7th.

To educate citizens about the implementation of weekly recycling collection, City staff is meeting with neighborhood organizations, distributing informational materials, working with sponsors Westlake Ace Hardware and Price Chopper on promotional efforts, developing a television public service announcement and conducting a radio promotion campaign. The radio promotion campaign includes radio advertisements and a prize patrol that awards residents that recycle with gift certificates, movie passes and other prizes.

KC Recycles has recycled 12,000 tons (24 million pounds) of material in 2005, for a total of 19,000 tons since March 2004. Recycling has increased from about 1,300 tons per month earlier this year to an average of 1,495 tons per month for August and September.

For more information about KC Recycles, call **Dee Ann Gregory**, KC Recycles Coordinator, (816) 513-3454, or visit www.kcmo.org/trash. •



RECYCLING

NCS Home Weatherization Program

The Home Weatherization Division is a division of the Neighborhood and Community Services Department. The mission of the division is to reduce the residential energy consumption, assure the affordability of energy, reducing the need to import energy, improving energy health and safety of households while maintaining and improving neighborhoods and communities. The focus is on energy conservation and *not* minor home repairs. Weatherization Services *may* include the following:

SAFETY

Repair of Natural Gas Leaks

Installation of Safety Devices: Smoke Detectors, Carbon Monoxide Detectors

Indoor Air Quality Elimination: Mold, Mildew, Moisture

Furnace Replacement /Repair

Hot Water Heater Replacement/Repair

Wall and/or attic insulation

Some window and door repairs

As a part of the eligibility process, the home must be inspected by the Weatherization energy auditors. Please be



mindful of the following:

- (1) Keep your scheduled appointment. Failing to do so could cause delay or cancel the process.
- (2) Utilities must be 'on' such as the electricity and gas. The energy auditors must conduct specific tests such as carbon monoxide testing.
- (3) Auditors or contractors are not allowed to move furniture or other items in order to inspect or perform work.

The program serves Jackson, Platte and Clay Counties in Missouri. Homeowners or renters, to determine your eligibility based on federal income guidelines and other criteria, please submit a completed application to the division. Applications can be requested by phone at (816) **513-3025** or downloaded from the City's website at http://www.kcmo.org/neigh.nsf/web/weather_app?opendocument. Mail completed application with proper documentation to the: **Weatherization Program, Neighborhood & Community Services Department, City Hall, 4th Floor, 414 East 12th Street, Kansas City, MO 64106.**

The **Fee for Service Program** is also available. •

Work to Stop Illegal Dumping

Illegal dumping is the most common type of environmental crime and it's occurring right now in Kansas City neighborhoods. An illegal dump can be as small as a couple trash bags thrown on the street or as big as a pile of old appliances, mattresses, construction debris and tires filling up a vacant lot. Illegal dumping is defined as the depositing of any material on public or private property without the consent of the owner. It is a significant cause of environmental degradation, threatens human health, has a negative economic impact on the community, and has been linked to an increase in other types of crime.

IMPROVING

As a resident of Kansas City there are several steps you can take to help combat illegal dumping:

Call the police - Report illegal dumping to the KC Police Department at, non-emergency, (816) **234-5111**. They can enforce local laws and ordinances that prohibit illegal dumping. Ask them to spend a little extra time driving by vulnerable areas in your neighborhood.

"Illegal dumping is...depositing of any material on public or private property without the consent of the owner."



Call the illegal dumping hotline - Call the Neighborhood Preservation Division, at (816) **513-9000**.

Create activity - Create a sense of activity on the block so dumpers stay away.

Be on the lookout - Be mindful of vulnerable areas such as dead-end streets, vacant lots, and abandoned buildings or parking lots, and keep an eye on them.

Unite with your neighbors - Talk to your neighbors and share information with them on how to report illegal dumping.

Create a block watch - Call the Center for Community Solutions at (816) **784-4515** for information on the block watch program.

Talk to your City Council District Representatives - Let City Council members know about your illegal dumping problem and have them encourage the City to adopt and establish a stricter environmental enforcement program. The City Council Office can be reached at (816) **513-1368**.

By taking these actions you can help make your neighborhood a cleaner, healthier and safer place to live. •

The Affects of Higher Gas Prices

To read this article in its entirety, please visit the website at <http://www.psc.state.mo.us>. Click on Press Release, then select **PR-06-22**.

JEFFERSON CITY—Natural gas market prices are higher than they have ever been for this time of the year and customers should be aware that these prices will have an impact on natural gas bills this winter.

High natural gas prices are the result of a number of factors including:

- (1) A tight balance between supply and demand.
- (2) Above average summer temperatures. The continued hot weather increased the demand for natural gas-fired generators to serve air-conditioning load.
- (3) Increased summer demand for natural gas impacted injections into storage for gas that will be used this winter.
- (4) High crude oil prices.
- (5) Recent tropical storms.

The Missouri Public Service Commission does not control the price that wholesale suppliers charge local natural gas companies for natural gas. Those prices are determined in an open, competition-based market which reacts to many different issues including supply, demand and the weather. The Commission evaluates the natural gas purchasing practices of the local natural gas companies to ensure their purchasing decisions are sound.

Consumers should look for ways to reduce their energy usage by winterizing their homes:

- (a) Place weather stripping around doors, use plastic film covering and caulk windows to keep energy from escaping from your home.
- (b) Make sure there are no cracks around doors or windows.
- (c) Keep fireplace vents closed when not in use.
- (d) Have the furnace checked and tuned up if needed. Replace filters each month when dirty.
- (e) Consider adding insulation in your attic.
- (f) Contact the local utility company to see if you might be eligible for weatherization assistance*.
- (g) Ask the local natural gas company about the PSC's



“Consumers should look for ways to reduce their energy usage by winterizing their homes...”

Cold Weather Rule.

- (h) Consider placing an approved insulated cover-jacket around the water heater. Set the water heater temperature at 120 degrees.
- (i) Consider contacting the utility company to ask about budget billing, which spreads energy costs over a 12-month period.
- (j) Assess whether it is time to replace the furnace with a more efficient model.

For more information contact the Missouri Public Service Commission, Governor Office Building, 200 Madison Street, PO Box 360, Jefferson City MO 65102-0360 at (573) 751-9300. —end of article.

Press Release, **PR-06-22** (2005, August 26). “*Current Natural Gas Trend Means Higher Bills This Winter-Colder Than Normal Winter Weather Would Make Matters Worse*” Retrieved August 26, 2005, from <http://www.psc.state.mo.us>.

*Or contact the City of Kansas City, MO, Neighborhood & Community Services Department, **Home Weatherization Division**, at (816) **513-3025**, Monday through Friday, 8:00 a.m.—5:00 p.m. to determine your eligibility for weatherization assistance or request an application. •

Fire Safety

House fires cause more than \$500,000 in damage every hour in the United States. Smoke detectors are one of the most important safety features of your home. If you have a home fire, having a smoke detector can significantly increase your chance of survival.

Proper placement, regular testing, and routine maintenance of your smoke detectors can ensure that they are in fact working and will alert you if a fire breaks out. Placement, testing and maintenance could *save* a life!

The Kansas City Missouri Fire Department distributes thousands of free smoke detectors every year to home that has never had a detector or it is malfunctioning.

If you need a smoke detector and/or need help with installation or know someone who does, please contact the **Fire Prevention Division** within the KCMO Fire Department at (816) **784-9100**.•



Preparing for the Season

RESOURCES

Action Center (816) 513-1313
To request city services, ask questions or get information regarding the city and its services.

Abandoned Vehicles (816) 784-4080
Vehicles that are snowed in or stuck are one thing, but abandoned vehicles still need to be towed.

Animal Control (816) 513-9800
If you see someone leaving their pets out in harsh weather, please report it; you might save a life!

Gas Leak 1 (800) 582-0000
Fear you or your neighbor have a gas leak? Evacuate the building, and then call for help outside of the building.

Illegal Dumping (816) 513-9000
Neighbors getting rid of their old stove the easy way after the holidays? Call an investigator at the Neighborhood Preservation Division.

Police Non-Emergency (816) 234-5111
Call this number if you have information or questions that do not require an immediate response.

Potholes (816) 513-1313
The freezing and thawing of the streets create potholes. Report potholes to the Action Center.

Power Line Down 1(888) LIGHT-KC
(1-888-544-4852) Never approach a downed power line yourself, even if it's on your vehicle or property. Call this number to report outages, flickering lights or other damage-related problems.

Fire Safety (816) 513-9100
In the winter months, the usage of electric heaters, wood burning increases...need tips? Are vagrants lighting fires inside a vacant house?—Repeated Arson. Call the Fire Dept., Fire Prevention Division, Non-Emergency Number.

Snow Removal (816) 513-9364
Is snow not being removed within the usual timeframe in your neighborhood? Call, Snow Command Desk, to see why. Or call the **Action Center** at 513-1313.

Utility Assistance (816) 561-3339
Need help with your utilities this winter? MAAC has assistance programs for those who qualify.

Water Main Break (816) 513-0209
Pipes cracked from freezing weather? Call this number for repairs outside of your home.

Home Weatherization (816) 513-3025
Sometimes just a little bit of work can yield great savings on your energy bills in extreme weather. •

“By failing to prepare you are preparing to fail.” Benjamin Franklin

Cold Weather Tips

Preparing for cold weather conditions can reduce the dangers caused by winter storms.

Consider the following tips:

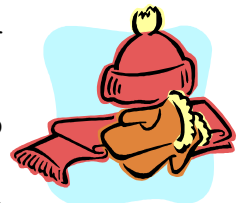
Have **disaster supplies** on hand, in case the power goes out or if you get trapped in your vehicle such as a...

- * Flashlight,
- * Portable battery- or crank-operated radio,
- * Extra batteries,
- * First aid kit,
- * One-week supply of food (non-perishable),
- * Non-electric can opener,
- * One-week supply of essential prescription medications,
- * Extra blankets and sleeping bags, and a

- * Fire extinguisher (A-B-C type).

If you are **working outdoors**, then...

- * dress warmly and wear loose-fitting, layered, light-weight clothing;
- * cover your mouth to protect your lungs from extremely cold air;
- * to prevent loss of body heat, keep dry; and
- * watch for signs of frostbite and hypothermia.



More information about keeping safe during the winter season can be obtained from the *American Red Cross Greater Kansas City Chapter*, (816) 931-8400, 211 West Armour Blvd., Kansas City, MO 64111, or visit their website at <http://www.kcredcross.org>. •

Ready In 3

Remember Hurricane Katrina and how long the people of New Orleans had to wait for assistance. Try to imagine what would happen if you were cut off from food, water, and any way of getting help for three to five days.

Ready In 3 is an educational program developed by the Missouri Department of Health and Senior Services (DHSS). **Ready in 3** informs Missourians about what they can do at home, school and work to be prepared for emergencies. Even though local, state and federal agencies have plans to protect the public in an emergency, individuals must actively take responsibility for their own safety.

Ready In 3 includes three steps you will need to know to prepare for an emergency:

Step 1: Create a plan for you, your family, and your business.

Step 2: Prepare an emergency kit for home, car, and work.

Step 3: Listen for information about what to do and where to go during an actual emergency.

Your **home emergency kit** should include:

- ✦ Enough water (1 gallon/day/person), canned/dried food for at least 3-5 days, and a manual can opener
- ✦ Battery-powered radio and flashlight—Extra batteries

for radio and flashlight

- ✦ Prescription medicine, a medicine list and first-aid kit
- ✦ Whistle or battery powered siren



Your **Car emergency kits** should include:

- ✦ A gallon of water
- ✦ Several cans of food and a manual can opener
- ✦ Sleeping bag or extra blankets
- ✦ Money
- ✦ First-aid supplies and a whistle



During an emergency, listen carefully to the radio or TV and follow instructions.



You have a better chance of staying well if you

follow the **Ready in 3** Steps:

create a plan, prepare emergency kits, and listen carefully for information about what to do and where to go during an emergency. **Ready in 3** educational materials in several languages, including Braille can be ordered directly from the

DHSS web site (www.dhss.mo.gov) or by calling (573) 751-6062. For more information, please page **Marty Maher**, RN, MA, Ed, Volunteer Trainer/Coordinator, KCMO Health Department, at (816) 691-0240.

GUIDANCE

Getting Ready for the Flu

As the flu season approaches, it is easy to have a fatalistic attitude about getting the flu. "It won't happen to me" and "If it happens, it happens" are two very common thoughts that go through our heads. But there are ways to ensure that it won't happen to you, or that if it happens, it won't be as bad.

The best thing to do is to get your flu shot. This is

important, especially if you are over 65, if you are a pregnant woman, if you live in a nursing or group home, if you have a chronic health condition, if you are a child between 6 months and 2 years

old, if you are a health care provider who has direct contact with patients, or if you take care of children under the age of 6 months. There shouldn't be a vaccine shortage like there was in 2004, and



"It won't happen to me" and "If it happens, it happens" are two very common thoughts..."

at the same time, we probably won't have as easy a flu season as 2004.

The easiest way to cut down on your flu risk is hand-washing. Use soap and water, rubbing all parts of your hands for at least 15 seconds before rinsing. Keep your hands away from your eyes, nose and mouth; those are the three easiest ways for the flu virus to get into your body.

Avoid contact with people who are sick as much as possible.

If you do get sick, some things you can to keep the flu from spreading are cover your cough or sneeze with a tissue or your arm, not your hands; and stay home from work or school.

Drink lots of clear fluids, get plenty of rest, and maintain a nutritious, health diet. Pain relievers can help, but check with your doctor to make sure it is safe to take them. For more information, please call **Jeff Hershberger**, Division of Health Education and Health Communication, KCMO Health Department, at (816) 513-6327.

GUIDANCE

Food Safety During an Emergency

Did you know that a flood, fire, natural disaster, or the loss of power from high winds, snow, or ice could jeopardize the safety of your food? Knowing how to determine if food is safe and how to keep food safe will help minimize the potential loss of food and reduce the risk of foodborne illness. Make the right decisions and keeping your family safe.

ABCD's of Keeping Food Safe in an Emergency

>**A**lways keep meat, poultry, fish, and eggs refrigerated at or below 40 °F and frozen food at or below 0 °F. This may be difficult when the power is out.

Keep the refrigerator and freezer doors closed as much as possible to maintain the cold temperature. The refrigerator will keep food safely cold for about 4 hours if it is unopened. A full freezer will hold the temperature for approximately 48 hours (24 hours if it is half full) if the door remains closed. Obtain dry or block ice to keep your refrigerator as cold as possible if the power is going to be out for a prolonged period of time. Fifty pounds of dry ice should hold an 18-cubic foot full freezer for 2 days. Plan ahead and know where dry ice and block ice can be purchased.

>**B**e prepared for an emergency by having items on hand that don't require refrigeration and can be eaten cold or heated on the outdoor grill. Shelf-stable food, boxed or canned milk, water, and canned goods should be part of a planned emergency food supply. Make sure you have ready-to-use baby formula for infants and pet food. Remember to use these items and replace them from time to time. Be sure to keep a hand-held can opener for an emergency.

>**C**onsider what you can do ahead of time to store your food safely in an emergency. If you live in a location that could be affected by a flood, plan your food storage on shelves that will be safely out of the way of contaminated water. Coolers are a great help for keeping food cold if the power will be out for more than 4 hours—have a couple on hand along with frozen gel packs. When your freezer is not full, keep items close together—this helps the food stay cold longer.

>**D**igital, dial, or instant-read food thermometers and appliance thermometers will help you know if the food is at safe temperatures. Keep appliance thermometers in the refrigerator and freezer at all times. When the power is out, an appliance thermometer will always indicate the temperature in the refrigerator and freezer no matter how long the power has been out. The refrigerator temperature should be 40 °F or below; the freezer, 0 °F or lower. If you're not sure a particular food is cold enough, take its temperature

with a food thermometer.

Frequently Asked Questions:

Flood waters covered our food stored on shelves and in cabinets. What can I keep and what should I throw out? How should I clean my dishes and pots and pans? Discard all food that came in contact with flood waters **including canned goods**. It is impossible to know if containers were damaged and the seal compromised. Discard wooden cutting boards, plastic utensils, baby bottle nipples, and pacifiers. There is no way to safely clean them if they have come in contact with contaminated flood waters. Thoroughly wash metal pans, ceramic dishes, and utensils with hot soapy water and sanitize by boiling them in clean water or by immersing them for 15 minutes in a solution of 1 teaspoon of chlorine bleach per quart of water.

My home was flooded and I am worried about the safety of the drinking water. What should I do? Drink only approved or chlorinated water. Consider all water from wells, cisterns, and other delivery systems in the disaster area unsafe until tested. Purchase bottled water, if necessary, until you are certain that your water supply is safe. Keep a 3-day supply of water or a minimum of 3 gallons of water per person.

We had a fire in our home and I am worried about what food I can keep and what to throw away. Discard food that has been near a fire. Food exposed to fire can be damaged by the heat of the fire, smoke fumes, and chemicals used to fight the fire. Food in cans or jars may appear to be okay, but the heat from a fire can activate food spoilage bacteria. If the heat is extreme, the cans or jars themselves can split or rupture, rendering the food unsafe.

One of the most dangerous elements of a fire is sometimes not the fire itself, but toxic fumes released from burning materials. Discard any raw food or food in permeable packaging—cardboard, plastic wrap, screw-topped jars, bottles, etc.—stored outside the refrigerator. Food stored in refrigerators or freezers can also become contaminated by fumes. The refrigerator seal isn't airtight and fumes can get inside. Chemicals used to fight the fire contain toxic materials and can contaminate food and cookware. Food that is exposed to chemicals should be thrown away—the chemicals cannot be washed off the food. This includes food stored at room temperature, such as fruits and vegetables, as well as food stored in permeable containers like cardboard and screw-topped jars and bottles.

Cookware exposed to fire-fighting chemicals can be decontaminated by washing in soap and hot water. Then submerge for 15 minutes in a solution of 1 teaspoon



Continued on from previous page, **Food Safety During an Emergency**
chlorine bleach per quart of water.

A snowstorm knocked down the power lines; can I put the food from the refrigerator and freezer out in the snow? No, frozen food can thaw if it is exposed to the sun's rays even when the temperature is very cold. Refrigerated food may become too warm and food borne bacteria could grow. The outside temperature could vary hour by hour and the temperature outside will not protect refrigerated and frozen food. Additionally, perishable items could be exposed to unsanitary conditions or to animals. Animals may harbor bacteria or disease; never consume food that has come in contact with an animal. Rather than putting the food outside, consider taking advantage of the cold temperatures by making ice. Fill buckets, empty milk cartons or cans with water and leave them outside to freeze. Then put the homemade ice in your refrigerator, freezer, or coolers.



Some of my food in the freezer started to thaw or had thawed when the power came back on. Is the food safe? How long will the food in the refrigerator be safe with the power off? Never taste food to determine its safety! You will have to evaluate each item separately. If an appliance thermometer was kept in the freezer, read the temperature when the power comes back on. If the appliance thermometer stored in the freezer reads 40 °F or below, the food is safe and may be refrozen. If a thermometer has not been kept in the freezer, check each package of food to determine the safety. Remember you can't rely on appearance or odor. If the food still contains ice crystals or is 40 °F or below, it is safe to refreeze. Refrigerated food should be safe as long as power is out no more than 4 hours. Keep the door closed as much as possible. Discard any perishable food (such as meat, poultry, fish, eggs, and leftovers) that have been above 40 °F for 2 hours.

May I refreeze the food in the freezer if it thawed or partially thawed? Yes, the food may be safely refrozen if the food still contains ice crystals or is at 40 °F or below. You will have to evaluate each item separately. Be sure to discard any items in either the freezer or the refrigerator that have come into contact with raw meat juices. Partial thawing and refreezing may reduce the quality of some food, but the food will remain safe to eat. •

WELCOME

Thanks to the City's Internship program, the CCS Division welcomes to our staff—NseObot Ekpo. Nse (pronounced N-say) has proven to be an asset to our division. She brings eagerness, professionalism and skills to CCS. "I am seeking my Master of Public Administration degree with an emphasis in Urban Administration at the University of Missouri-Kansas City Henry Bloch School of Business and Public Administration. As a City of Kansas City, Missouri Intern

"I eagerly anticipate putting into fruition my love for community service..." NseObot Ekpo

within the Center for Community Solutions, I eagerly anticipate putting into fruition my love for community service—working with great neighbors within a great city!", said NseObot Ekpo. •

Puzzle: KCMO Neighborhoods.

Find the neighborhood names listed below in the puzzle diagram on page 14.

Astor Place Homes Assn.
Birchwood Hills Homes Assn.
Blue Valley Neighborhood Assn.
Bridgepointe Homes Assn.
Cassell Brook Homes Assn.
Chelsa Park Community Group
Chouteau Estates Neighborhood Assn.
Coachlight Square Homes Assn.
Columbus Park Community Council
400 W. Dartmouth Block Club
500 Denver Block Club
Downtown Neighborhood Assn.
Forgotten Homes Neighborhood Assn.
Golden Oaks Neighborhood Assn.
Greenway Fields Homes Assn.
Gregory Ridge Neighborhood Assn.
Hickory Hollow Homes Assn.
Indianola Neighborhood Assn.
Innisbrook Homes Assn.
King Rose Hill Neighborhood Assn.
Lykins Neighborhood Assn.
Manheim Park Neighborhood Assn.
Maple Woods Estates Homes Assn.
Mission Lakes Community Homes Assn.
Morningside Neighborhood Assn.
Nance's Highland Ridge Block Club

Puzzle: KCMO Neighborhoods. Find the neighborhood names in the puzzle diagram, using the **bold-type** part of the neighborhood names given on pages 13 and this page. The names are either **across, down, backward** or **diagonal**. Answer on page 16. The group names were randomly selected from each City Council District.

UNITY

Z M O R N I N G S I D E N V E R S W B D G L V O U G M V L W
 L L I H E S O R G N I K P Q W E D K O O R B Y E N O T S Q O
 J B U A E T A L P T S O O R T R A E H D E R C A S L I W W O
 P A E Z K R S R Y H N L N A N C E S H I G H L A N D R H X D
 G S Z K S R A I O K Y Z T U F G A K R P O I H N R E T Q M L
 Q L A O E L R U N W I S V U O L F F T L R C T M P N N S Y A
 K P G O A B O G Q N E N Y N R W W F D N Y K U K O O Q Y E N
 R A A R R I Y G R S A O S N G F W N G A R O O R V A T A L D
 A R L B C R A G D W M B U D O I O P F C I R M A E K C W L I
 P K A E Y C L O S Y U I T T T R W F B S D Y T P R S O K A C
 M V S T C H O U T E A U E S T A T E S L G H R A H N A R V D
 I I T T R W A B W E S T C H E S T E R L E O A E I E C A E D
 E E O A E O K U W Q G R E E N W A Y F I E L D S L L H P U J
 H W R L E O S G D V W A T V H E K K X H U L P L L G L D L L
 N M P P K D T R O O S T W O O D L E T N I O P E G D I R B S
 A A L H S H N W O T N W O D M N N B J A K W A H Q O G A I R
 M N A P M I S S I O N L A K E S U I I B L M V C G O H W W X
 T O C I K L K N H R Q C A S S E L L B R O O K W O W T G X G
 B R E Y P L C O L U M B U S P A R K D U T C E P S O R P V Y
 K O O R B S I N N I N D I A N O L A E Z W L D A Y L L K N B

Old Northeast, Inc. Neighborhood Assn.

Overhill Block Watch

Parkview Manor Homes Assn.

Platte Brooke Homes Assn.

4200-4300 **Prospect** Block Club

Royal Oaks Neighborhood Assn.

Sacred Heart Homes Assn.

Searcy Creek Parkway Neighborhood Assn.

Stoneybrook Homes Assn.

Tri-Blenheim Square Homes Assn.

Troost Plateau Neighborhood Assn.

Troostwood Neighborhood Assn.

Urban Hills C.A.N. Center

Ward Parkway Homes Assn.

West Bannister Neighborhood Assn.

Westchester Homes Assn.

Woodglen Homes Assn.

3200-3300 **Woodland** Block Club

Unscramble the list of Neighborhood Associations.

ocololnia queasr	Lentvinea	Espow waparyk/mwelood
Hingwaston tleyweah	Nuwalt evrgo	Viddanos

Answer to the scrambled list.

Davidson	Valentine
Elmwood	Wheatley
Parkway/Swope	Washington-Square
Walnut Grove	Colonial



Neighborhood and Community Services Department

(You may make a copy of this application or detach it. Return it to the address listed below.)

APPLICATION FOR NEIGHBORHOOD IMPROVEMENT PROGRAM

NAME OF NEIGHBORHOOD: _____

BOUNDARIES: _____

COMMUNITY SUPPORT:

Community support for the program may be demonstrated in various ways. For example, a petition signed by neighborhood residents or a well-attended meeting where residents overwhelmingly vote to support the program. Another example is documentation of residents' pledges to provide hours of volunteer service to assist hardship cases or for neighborhood clean ups. The level of support for the program in the neighborhood is an important factor considered in the selection of neighborhoods to receive the program.

Enclose documents that describe and show the level of support present.

BOARD RESOLUTION:

Enclose a copy of a resolution adopted by the neighborhood board voicing support for this application.

Neighborhood Contact Person:

Name: _____

Address: _____ Zip: _____

Phone Number: _____ Fax Number: _____

Email: _____

Date Submitted: _____

Submit application to:

Neighborhood and Community Services Department

c/o David Park

414 E 12th, 4th floor

Kansas City, MO 64106

Deadline: November 30, 2005

Cut along the dashed line.



The City of Kansas City, MO



Neighborhood and Community
Services Department

(NCSD) "Nothing Can Stop Dedication"

Center for Community Solutions Division

Robert J. Mohart Multipurpose FOCUS Center
3200 Wayne Avenue, Room 212, Kansas City, MO 64109
Office Hours: Monday—Friday, 8:00 a.m.—5:00 p.m.
Phone: (816) 784-4515 Fax: (816) 784-4529
Email: Solutions_NCSD@kcmo.org

Center for Community Solutions (CCS) Staff:

Renea Nash, CCS Division Manager, (816) 513-3214
Renea_Nash@kcmo.org

David Reynolds, Safety Coordinator, (816) 784-4530
David_Reynolds@kcmo.org

Daisy Dixon, Community Educator, (816) 784-4516
Daisy_Dixon@kcmo.org

Nseobot Ekpo, Intern, (816) 784-4531
Nseobot_Ekpo@kcmo.org

"This project is supported by Grant Nos. 2002-LB-BX-0055 and 2003-LB-BX-2091 awarded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Dept. of Justice. Points of view of this document are those of the author and do not necessarily represent the official position or policies of the U.S. Department of Justice."

"It is better to be prepared for an opportunity and not have one than to have an opportunity and not be prepared" Whitney Young, Jr.

Contributors to this Issue

"Regulated Industries Seeks Neighborhood Involvement",
Victor Cook, Deputy Manager, Regulated Industries,
Neighborhood & Community Services Dept.

"Food Safety During an Emergency", Jennifer Wilson,
Food Safety Program Manager, Division of Environmental
Health, Health Dept.

"3-1-1, What?", Jean Ann Lawson, Operations Manager,
City Manager's Office Action Center

"Work to Stop Illegal Dumping", Dee Ann Gregory,
Special Projects Coordinator, Solid Waste Division, Public
Works Dept.

"Getting Ready for the Flu", Jeff Hershberger, Injury
Prevention Coordinator, Health Dept.

"Ready in 3", Marty Maher, Volunteer Coordinator, Health
Education & Health Communications, Health Dept.

"Oh Rats!", Michael Swoyer, M.S.A., Supervisor of Rat
Control, Health Dept. •

Answer to Puzzle Diagram on page 15.

Z M O R N I N G S I D E N V E R S W B D G L V O U G M V L W
L I I H E S O R G N I K P Q W E D K O O R B Y E N O T S Q Q
J B U A E T A L P T S O O R E R A E H D E R C A S L I W W O D
P A E Z K P S R Y H N L N A N C E S H I G H L A N D R H X
G S Z K S R A L O K Y Z T U I G A K R P O I H N R E T O M Y L
Q L A O E L R U N W T S V U O L F F T L R C T M P N N S Y A
K P G O A B O G O N E N Y N R W W F D N Y K U K O O Q Y E N
R A A R R I Y G R B A O S N G F W N G A R O R V A T A L L I
A R L B C R A G D W M B U D O I O P F C I R M A E K C W L I
P K A E Y C L O S Y U I T T T R W F B S D Y T P R S O K A C C
M V S T T C H U T E A U E S A T E S L G H R A H N A R V D D
I L I T T B W A B W E S T C X T S T E R L H E O A E I E C A E D D
E E O A L O K U W Q G R E E N W A Y F I E L B S L L H P U J L
H W R L E O S G D V W A T V H E K K X H U I L P L L G L D L S
N M P P K I D T R O O S T W O O D L E T N I O P T E C D I R L S
A A L H S H N W O T N W O D M N N B J A K W A H Q O O G A I R
M N A P M I S S I O N L A K E S U I I B L M V C G O H W W X
T O C I K L K N H R Q C A S S E L L B N O O K W O W T G X G
B R E Y P L C O I U M B U S P A R K D U N C E P S O R P V Y
K O O R B S I N N I N D I A N O L A E Z W L D A Y L L K N B

CCS Services: For additional
copies of this newsletter issue, or
neighborhood group and property
owner listings, or information about
crime prevention topics and
presentations, neighborhood maps, or
neighborhood watch, or duplicating
your neighborhood group newsletter,
please contact the Center for
Community Solutions Division (CCS)
at (816) 784-4515, M—F, 8:00 a.m.
—5:00 p.m. or visit our website at
<http://www.kcmo.org/neigh.nsf/web/ccs?opendocument>.

SERVICES